

# Little Traverse Bay Bands of Odawa Indians

## Job Posting

<b>Job Title:</b>	<b>Patient Benefits Specialist</b>
<b>Department:</b>	Health: Contract Health Services
<b>Reports To:</b>	Assistant Health Director/Health Director
<b>Status:</b>	Non-Exempt
<b>Salary Level:</b>	\$15.13 to \$20.47 per hr. / (\$31,475-\$42,584) Annual
<b>Level:</b>	4
<b>Opens:</b>	<b>April 20, 2016</b>
<b>Closes:</b>	<b>May 11, 2016</b>

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**SUMMARY** The primary purpose of this position is to identify patients with eligibility for alternate resources, assist them with the enrollment process, and to act as an advocate for LTBB patients in the effective utilization of alternate resources. Provide excellent customer service and represent LTBB Health Department in a professional and positive manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provide excellent customer service to clients and vendors and fellow employees, and represent LTBB Health Department in professional, positive manner.
- Identify alternate resources available to patient, including Medicare, Medicaid, Department of Veterans Affairs, Worker's Compensation, Childrens' Special Health Services, Vocational Rehabilitation, Social Security, Tribal Offices, private insurance, state programs and any other applicable resources. Contacts alternate resources agencies through telephone, correspondence and personal visits to ensure maximum utilization.
- Collect and/or develop resources to educate LTBB patients on alternative resources and eligibility requirements.
- Become Medicare/Medicaid Assistance Program (MMAP) counselor and maintain certification.
- Assist patients in establishing and verifying eligibility for alternate resources and applying for use of alternate resources. Track and follow up on applications for alternative resources.
- Follow up on all pending applications and work closely with patients. Perform a variety of patient representative functions including completion of applications for alternate resources, making home/hospital visits to interview patients, coordinate transportation of patients to agencies, and/or interpreting alternate resources rules and regulations for patients.
- Provide information on rights and benefits of alternate resources and advise patients of non-payment or denial of claims. Advocate on patient's behalf in disputing and debating the denial by the third party sources.
- Performs and provides continuous research and updating of information involving changes in rules and regulations for alternate resources.
- Assist patients with Social Security Disability applications and follow up.
- To ensure consistency and proper service, adhere to contract health and departmental policies & procedures.

- Maintains client information in strictest confidence as medical privileged personal information, following HIPPA and LTBB confidentiality expectations.
- Work as team with other contract health staff to ensure that all contract health duties are completed, including front desk coverage as necessary.

### **EDUCATION and/or EXPERIENCE**

Two years completed college courses and High School diploma/GED with classwork in health or completed medical certification program required, plus three years work experience in a health setting required. MMAP certified counselor strongly preferred.

### **SKILLS and ABILITIES:**

Professionalism:	Must be able to work in stressful situations while maintaining professional composure. Must be able to build and maintain professional working relationships with outside entities. Must be friendly and personable, and able to accept constructive feedback from supervisor and have positive working attitude. Must be able to multi-task and thrive in fast paced, busy working environment.
Typing skills:	Must be able to type minimum 50 words per minute.
Computer skills:	Must be able to do word processing in Microsoft Word. Must be able to create and do data entry into Microsoft Excel spreadsheets, including formulas. Must be able to manage email and calendar in Microsoft Outlook.
Written Communication skills:	Must be able to compose a professional business letter, memo, and business report.
Verbal Communication skills:	Must be able to verbally communicate in a clear and confident manner, in person and on the phone, with patients, coworkers, and outside entities.
Business machines:	Must be able to operate copier, fax machine, and calculator.
Learning:	Must be willing to take classes and seminars in the medical field and on alternative resources.
Math Skills:	Demonstrated proficiency with math skills, including addition, subtraction, calculating percentages.
Travel:	Must be willing to travel occasionally, possibly including air travel and several consecutive overnights.
Reliability:	Be reliable; able to follow work schedule and follow work rules.

### **COMMENTS**

Indian preference will apply. Individual must pass a thorough background investigation, including criminal and employment.